

Further Relevant Information

Your Statutory Rights

Your Statutory Rights will not be affected when you buy an Extended Warranty from Appliancecity. These rights include the right to claim a refund, repair, or replacement for up to six years if your electrical goods were not of satisfactory quality or fit for purpose when they were sold to you.

Other Providers

Extended Warranties may be available from other providers. You may also be covered under your household contents insurance or other policies that you may hold.

When can I buy an Appliancecity Extended Warranty?

An extended warranty does not have to be purchased at the same time as an electrical good. You can buy an extended warranty at any time prior to the expiry of your manufacturers guarantee.

Changing Your Mind

We hope you are happy with the cover this policy provides, however, if after reading this policy it does not meet with your requirements or you have simply changed your mind please return the policy and policy confirmation to the administrator within 45 days of purchasing the cover and we will arrange to cancel your policy. A full refund is subject to no claims being recorded against the policy.

Cancellation and termination rights

You may cancel your policy at any time after the initial 45 day "Changing Your Mind" period. Where you cancel your policy after the initial 45 days covered by the "Changing Your Mind" section of your policy the administrator will provide a pro rata refund calculated on the number of days remaining on cover. To cancel your policy, please write to the administrator at: Cancellations, UK Warranty Ltd, Picktree Court, Picktree Lane, Chester-le-Street, County Durham, DH3 3SY.

Financial Protection: Meeting the obligations under your Extended Warranty

Your policy has been arranged by UK Warranty Ltd with UK General Insurance Limited on behalf of Ageas Insurance Limited. Ageas Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk

Whether or not an extended warranty offered by the supplier will be terminated in the event of a claim being made

Your policy will not terminate after a claim and if a replacement product is provided, we will transfer the balance of your policy to the replacement product.